

Appendix C, Pricing Index
Avaya, Inc.
DIR-TSO-2654

Manufacturer/Product Line	Customer Discount % off MSRP	Description of MSRP
Hardware		
A1	44.50%	CM Common Hardware
I6	44.50%	ECAD - Intuity Audix HW
IG	44.50%	CM S8500, S8700, S8710 Servers & Gateways
IH	44.50%	CM S8300 Server & Gateways
U2	44.50%	Modular Messaging HW
WI	44.50%	Converged Conferencing HW
DT	44.50%	Digital Terminals
IS	44.50%	IP Common
P2	44.50%	Proactive Contact HW
TI	44.50%	IP Endpoints
Software		
DA	44.50%	CM Legacy
DU	44.50%	CM Aura Suites
OZ	44.50%	Operator Console
U3	44.50%	Modular Messaging SW
W2	44.50%	Converged Conferencing SW
CL	35.50%	CC Reporting
CR	35.50%	ECAD - Call Center
DB	35.50%	Integrated Management
EM	35.50%	ECAD - Self-Service
I7	35.50%	ECAD - Intuity Audix SW
NH	35.50%	ECAD Call Center CTI
QQ	35.50%	ECAD - Contact Center
P3	35.50%	Proactive Contact SW
TU	35.50%	EPT Applications
Software may be only be purchased when bundled with hardware. Standalone software may not be purchased under this contract.		
Peripherals		
IE	44.50%	IP Endpoints
IT	44.50%	IP Softconsole
SP	44.50%	SpectraLink Wireless
Data		
J1	43.50%	Networking Group 1
J2	43.50%	Networking Group 2
J3	43.50%	Networking Group 3
J4	43.50%	Networking Group 4
J5	43.50%	Networking Group 5

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J6	43.50%	Networking Group 6
J7	43.50%	Networking Group 7
OEM		
HT	20.75%	High Density Trunk Gateways
LC	20.75%	Value Edition IP Phones
NL	20.75%	CC Express
QW	20.75%	OEM - Witness
RC	20.75%	Polycom peripherals, Pictoretel
RJ	20.75%	Voice Portal Products
RK	20.75%	OEM - Other HW/SW including Data Access-Paradyne
TR	20.75%	Training
ZC	20.75%	ECAD - Non-Discountable
ZN	20.75%	Non-Discountable
ZO	20.75%	OEM - Custom Solutions
ZZ	20.75%	Misc. Equipment
ZS	20.75%	SMBS Non-Discountable
Radvision		
VE	39.75%	Video Endpoint
VF	39.75%	Video Infrastructure
IP Office		
IQ	36.25%	IP Office
IU	36.25%	IPO - 56/5400 Sets
IV	36.25%	IP Office SML OFF ED
Maintenance		
	6.50%	Maintenance Services
Technical Services		
	6.50%	Avaya Services - Install & Implementation
	6.50%	Avaya Services - Training